

Customer Credit Reporting

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|----------------------------------|---|
| Company Name: | MCImetro Access Transmission Services, Inc. |
| Doing Business As: | MCI |
| Company Address: | 201 Spear Street, 9th Floor, San Francisco, CA 94105 |
| Operating Company Number: | 7287 |

Credit Reporting Data for Quarter Ending: September 30, 2003 ▼

Credit due in accordance with Section 732.30(a);

Out of Service More than 24 Hours:

Total dollar amount of all customer credits paid:
 Number of credits issued for repairs - 24-48 hours:
 Number of credits issued for repairs - 48-72 hours:
 Number of credits issued for repairs - 72-96 hours:
 Number of credits issued for repairs - 96-120 hours:
 Number of exemptions claimed for each of the categories identified in Section 732.30(e)
 Number of customers receiving alternate phone service rather than receiving a credit.

| July | Aug | Sept | Total |
|----------|----------|----------|------------|
| \$988.49 | \$187.90 | \$182.11 | \$1,358.50 |
| 11 | 1 | 1 | 13 |
| 2 | 0 | 0 | 2 |
| 0 | 0 | 0 | 0 |
| 4 | 1 | 2 | 7 |
| 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(b);

Failure to install Basic Local Exchange Service:

Total dollar amount of all customer credits paid:
 Number of installations after 5 business days:
 Number of installations after 10 business days:
 Number of installations after 11 business days:
 Number of exemptions claimed for each of the categories identified in Section 732.30(e).
 Number of customers receiving alternate phone service rather than receiving a credit.

| July | Aug | Sept | Total |
|--------|--------|--------|--------|
| \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(c);

Missed Appointments

Total dollar amount of all customer credits paid:
 Number of customers receiving credits:
 Number of exemptions claimed for each of the categories identified in Section 732.30(3).

| July | Aug | Sept | Total |
|--------|--------|---------|---------|
| \$0.00 | \$0.00 | \$50.00 | \$50.00 |
| 0 | 0 | 1 | 1 |
| 0 | 0 | 0 | 0 |